



This guide provides Sponsors with helpful tips for completing the Sponsorship portion of USAccess records. Log on to the Assured Identity™ Portal at <https://gsa.usaccess.gsa.gov/AssuredIdentityportal>.

## Choose Your Role

If you hold more than one role in the USAccess system, the roles display when you log in to the Portal. To perform the role of Sponsor, choose Sponsor.

ROLE:

**Role and Scope selection**

Please choose a role and a scope.

Role	Agency
>> ADJUDICATOR	GENERAL SERVICES ADMINISTRATION
>> SPONSOR	U. S. POSTAL SERVICE
>> SPONSOR	GENERAL SERVICES ADMINISTRATION

## Search for the Applicant

To edit an existing record or enter a new Applicant, you must first search for the record. Text fields are provided for you to search by Last Name and Date of Birth, or by Social Security Number and Date of Birth.

**Applicant Search**

Search by\*

☒ Lastname ☐ Social Security No.

Lastname

~ or ~

Social Security No.

~ and ~

Birth Date

Search Reset Sponsor Tools

## Choose an Action

The following buttons display with the search results:

**New Applicant**

No Applicant records are found. The **New Applicant** button allows the Sponsor to create a new Applicant record. You are given the option to sponsor the Applicant immediately or wait until a later time.

**View Applicant**

**New Sponsorship**

The Applicant record was found, but the Applicant requires sponsorship by your Agency. To sponsor the Applicant for your agency, click **New Sponsorship**. Click **View Applicant** to view and/or edit the Applicant's personal information.

**View Applicant**

**Edit Sponsorship**

**Sponsor Utility**

The Applicant record was found and the Applicant is sponsored by your Agency. Click **View Applicant** to view and/or edit the Applicant's personal information. Click **Edit Sponsorship** to edit the sponsorship information. Click **Sponsor Utility** to quickly resend Sponsorship Complete and Card Ready for Pick-up e-mails, or to reissue and reprint cards.



## Enter Complete Legal Names

Remember, the Sponsor is the gatekeeper of the chain of trust. It is critical that the Sponsor enter accurate, complete information.

- Names are entered on the **Biographic Data** page. This is the first page you are presented with when you create a new record.
- Enter complete legal names of Applicants. Nicknames or initials cannot be entered as complete legal names.
- Enter a middle name or middle initial if one is available. If no middle name is available, enter **NMN** for No Middle Name. DO NOT LEAVE THE FIELD BLANK. Do not use any other acronym.

Examples:

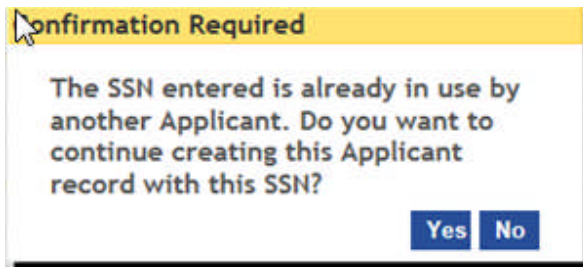
Applicant name is Donald (Skip) Smith. Enter Donald Smith. Include a middle name if available. Enter Skip Smith as an alias.

Applicant name is D. D. Johnson. Look for legal name. If legal name is not included in the application materials, contact the Applicant for a complete legal name.

Applicant name is Donald (Skip) Smith. In this case, Skip is not a middle name; it is a nickname. This Applicant has no middle name available. Enter NMN for "No Middle Name."

## Duplicate Social Security Number

A warning message displays to Sponsors when creating a new Sponsorship record using an SSN already in use by another Applicant. If entered via the Sponsorship portal, Sponsors are asked if they want to continue or cancel the request.



## Enter Foreign Nationals into the USAccess System

Foreign Nationals can be entered into the USAccess system provided they hold a valid Social Security Number. Indicate an Applicant is a Foreign National by choosing their citizenship country from the **Citizenship** drop-down list on the **Biographic Data** page.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Edit Applicant gsa.sponsor@dev.gsa.lab Logout

Biographic Data				
<b>Biographic Data</b> Address Data Alias Information Save	First Name *	DON	Middle Name *	D
	Last Name *	MARTIN	Suffix	
	Preferred Name		Birth Date *	01/01/1980
	Social Security No. *	xxx-xx-1111	Race	WHITE
	Citizenship *	KOREA		
	Personal/Home Email	MC'ALLEN@TBS.COM	Other Email	MC'ALLEN@TBS.COM
	Home Phone	5555551212	Cell Phone	

[Change Password?](#)

[Next](#) [Cancel](#)



## Change Citizenship Status

The Foreign National designation displays in the **PIV Card Type** field on the **Sponsor Applicant** page in the **Card Information** section. USAccess Credentials for Foreign Nationals are printed with a blue color stripe. Changing an applicant's citizenship is a two step process. Follow this process to ensure the correct color stripe is printed on the credential when a change to citizenship is required:

1. Search for the Applicant. Select **View Applicant**. Change Citizenship to desired country on the Biographic Data page. Click the **Next** buttons to click through the Biographic Data section and click **Finish** to save the record.
2. Search for the Applicant again and this time select **Edit Sponsorship**. No changes need to be made to the Sponsorship record, but it must be saved to save the updated PIV Card Type. Click the **Next** buttons to click through the Sponsorship section and click **Finish** to save the record.

## User Principal Name

The User Principle Name (UPN) is a specific identifier used in the USAccess certificates that are contained on the PIV Credential. It is constructed in the form of an e-mail address, but it may or may not be an actual e-mail address.

The UPN can be created in one of two ways:

- The USAccess system can generate a unique UPN.
- The Sponsor can enter a UPN specified by the Agency. Typically, it is an Agency-wide decision to adopt an Agency-specified UPN or let the system generate one. If you are in doubt as to which UPN to assign, contact your Agency Role Administrator.

Sponsorship Information	
Agency *	SECURITIES AND EXCHANGE COMMISSIO
Employee Type *	EMPLOYEE
Agency Rank	
Contract Number	
User Principal Name	<input type="radio"/> System Generated UPN <input checked="" type="radio"/> User Specified 33144000023273474@agency.gov

## Agency Special Use: Restricted Access Indicator

Currently, this zone is used by Treasury only.

When selected, this field prints a special use character to the left of the chip on the front of the credential.

- To mark an Applicant's record for the indicator to appear on their credential, choose from the drop down box.

All existing Applicant records default to not having the Restricted Access Indicator. When a Sponsor goes in to an existing Applicant's record and chooses to mark the Agency Special Use field, the Sponsor is prompted for a Reprint Request through the Card Action Wizard.

Sponsor Info	Sponsorship Information
Card Address Info	Agency *
Save	DEPARTMENT OF AGRICULTURE
	Employee Type *
	CONTRACTOR
	Agency Rank
	Contract Number
	MY CONTRACT NUM
	User Principal Name
	<input type="radio"/> System Generated UPN <input checked="" type="radio"/> User Specified smita_doa@dev.gsa.lab
	Sub Agency Abbreviation
	MYSUBABBR
	Card Information
	PIV Card Required
	<input checked="" type="radio"/> Yes <input type="radio"/> No
	Smart Card Type
	DUAL INTERFACE W 125KHZ COIL
	Agency Role
	Card Header
	UNITED STATES GOVERNMENT
	Last Enrollment Date
	Agency Special Use



## E-mail Addresses

There are three fields where an e-mail address can be entered:

- The **Personal/Home Email** field and the **Other Email** field on the **Biographic Data** page. These two fields are optional and do not need to be completed.
- The **Work Email** field on the **Sponsorship Information** page. This field must be completed if the Applicant is required to use his or her card for digital signature and/or encryption purposes. Leave the default selection, **Yes**, beside **Require Digital Signature and Encryption Certificates**.

All email addresses (Work, Personal/Home, and Other) must contain a continuous string of acceptable characters. If the email address entered contains a space, the Sponsor receives an error message that the email address is invalid.

Issuance Criteria: Show Applicant Status

Sub-agency: GENERAL SERVICES ADMINISTRATION

Employee Status: ACTIVE

Employee ID:

Work Email: Tester@aa.bb.gov

Work Phone:

Agency Person ID:

Require Digital Signature and Encryption Certificates: Yes No

PIV Card Type: FEDERAL EMPLOYEE

Federal Emergency Response Official: Yes No

Agency Text:

Card Expiration Date: System Generated Date User Provided 10/30/2011

Next Cancel

If the Agency is not providing an e-mail address for the Applicant, select **No** beside **Require Digital Signature and Encryption Certificates** and leave the **Work Email** field blank.



*There currently is no way to reverse this decision once the Applicant is enrolled and the card is printed. Be sure this Applicant will not require an e-mail address before you select **No**.*

Issuance Criteria: 2 X Show Applicant Status

Sub-agency: GENERAL SERVICES ADMINISTRATION

Employee Status: ACTIVE

Employee ID:

Work Email:

Work Phone:

Agency Person ID:

Require Digital Signature and Encryption Certificates: Yes No

PIV Card Type: FEDERAL EMPLOYEE

Federal Emergency Response Official: Yes No

Agency Text:

Card Expiration Date: System Generated Date User Provided 10/30/2011

Next Cancel





## E-mail Notification of Missing or Inaccurate Data

The USAccess system performs specific criteria checks on the Applicant's record before it is released for card printing. When a record fails the criteria checks for work e-mail address, UPN, employment status, and/or employment type, the record is flagged and an e-mail message is sent to the Sponsor. The Sponsor must verify the information and edit the Applicant's record to correct the inaccurate or missing data before the card can be printed.

To: <SPONSOR\_EMAIL\_W>

Subject: USAccess - Applicant Sponsorship Update Required: Missing Work E-mail Address

Dear <SPONSOR\_FNAME>,

Please note that the following Applicant does not have a work email address. As a result, this Applicant will not have a USAccess credential printed. This is important since the email will be populated on the digital certificates.

Name: <APPLICANT\_FNAME APPLICANT\_LNAME>

If you need to correct this Applicant's sponsorship data, please log into the USAccess Sponsorship portal and make the necessary changes to their Sponsorship data. Once you enter a valid email address, the process will automatically initiate to have the USAccess credential produced for them if all other system checks are successful.

## Card Expiration Date

**Card Expiration Date** allows a Sponsor to indicate either a **System Generated** date or a **User Provided** date.

- If **System Generated** is selected, then the credential expiration date is 5 years from the date of last enrollment.
- If **User Provided** is selected, a date/calendar field is enabled and the Sponsor can enter or select a custom credential expiration date.

The User Provided date must be at least 30 days from the current date or the Sponsor receives an error message.

## Request Reissue during Multi-Agency Applicant Sponsorship

If the Applicant has already been sponsored and enrolled with an agency, USAccess allows a new sponsoring agency for that same Applicant to request a reissue during their own agency sponsorship.

At the end of the sponsorship record, the Sponsor is prompted with a message stating when the last enrollment was for this Applicant and asks if they wish to request a re-enrollment.

- Click the **Yes** button to have the Applicant re-enroll.
- Click the **No** button to send the sponsorship record directly to card production.

## Request re-enrollment

The last enrollment date for this person is 11/16/2007. Do you wish to have this person re-enroll?

Yes No



## Information Toolbar

When an Applicant has been entered into the system, the Information Toolbar indicates the status of his/her record on all pages in the **View Applicant** and **Edit Sponsorship** sections of the Sponsorship portal.

The icon indicators in the upper right corner of the Toolbar, beside *Hide Applicant Status*, show, at a quick glance, whether there are any problems with the Applicant's status. More specific status information is displayed along the bottom of the Information Toolbar.

NOTE: If a blue dot appears next to Hide Applicant Status, it indicates that a replacement credential has been ordered for the Applicant. In the example below, the blue dot appears. The Information Tool bar reports the status of the replacement credential in the Sponsorship, Enrollment, Adjudication and Issuance fields. The status of the current credential (credential in hand of Applicant) appears in the Current Credential field.

If no replacement has been requested, the replacement credential has been activated, or this is the first credential for the Applicant (i.e., no other credential exists for the Applicant within this Agency), then the blue dot and the Current Credential field won't appear. The Sponsorship, Enrollment, Adjudication and Issuance fields will report status of the first/initial credential for the Applicant.

JAMIEA POLLARD, 1/1/1980			Issuance Criteria: 0 ✓		Hide Applicant Status	    
Sponsorship: SPONSORED	Enrollment: COMPLETE	Adjudication: ADJUDICATED	Issuance: CARD PRINTING IN PROCESS		Current Credential: ACTIVE	



Issuance Criteria are available on the Information Toolbar. Issuance criteria are the Pre-issuance Validation rules that must be satisfied for a Credential to move to issuance status. When criteria failures exist for the selected record, the number of criteria failures and an 'X' are displayed next to the **Issuance Criteria** link. Selecting **Issuance Criteria** opens a drop-down list which shows the status of all the criteria. Incomplete criteria are indicated by an 'X'.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Sponsor Applicant super.sponsor@gsa.gov Logout

TEST PREV-C, 1/2/1981 Issuance Criteria: 1 X Show Applicant Status Show Previous Card Info

Sponsor Info		Sponsorship Information		Card Information	
Card Address Info	Save	Agency *	GENERAL S	Card Expiration Over 30 Days	X
		Employee Type *	EMPLOYEE	Card Expiration Within 5 Years	✓
		Agency Rank		Citizenship Matches Card Type	✓
		Contract Number		Has ABIS Record	✓
		User Principal Name	System	Has Active Employment Status	✓
			User Spe	Has Sponsored Enrollment	✓
			4700100012	Has UPN	✓
		Sub-Agency Abbreviation		Has Unique UPN	✓
				Has Valid Docs	✓
				Has Valid Employee Type Code	✓
				Has Valid First Name	✓
				Has Valid Last Name	✓
				Has Valid Middle Name	✓
				Has Valid Photo	✓
				Is Adjudicated	✓
				Is Registered	✓
				Is Sponsored	✓
				Passed ABIS Checks	✓
				Requires PIV Card	✓
				Ship To Address Is Active	✓
				Sponsor Has EID	✓
				Valid Enrollment Site ID	✓
				Valid Enrollment Location	✓
				Valid Return To Address	✓
				Valid Ship To Address	✓

Change Password? Version 1.0.0.194

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### Card Action Request Wizard

Once an Applicant's Credential has been printed, most changes made to the Applicant's record will require a reprint, reissue, or either a credential or certificate renewal card action. The Card Action Request Wizard prompts you to enter information in the Wizard to determine the required action.

The following are some of the changes to an Applicant's record that require a card action request:

- Name
- Employee type
- Biometric (lose fingers or hand)
- Sub Agency
- Credential is expiring
- Law Enforcement status
- Agency Rank
- Card header
- Emergency Response Official status
- Lost or stolen Credential



**Note:** Text fields will be grayed-out and unavailable for information that cannot be changed.

Changes made to a record are indicated by an exclamation point icon. Information about the change is available on the Information Toolbar.

In the following image of the **Biographic Data** page, the Applicant's middle initial has been changed. Notice the beside **Middle Name** and a corresponding beside **Show Previous Card Info** on the Information Toolbar.



Changes to an Applicant's record must be saved before the changes display on the Information Toolbar or before a card action can be requested.

agencysponsor@tester.aa Logout

ice Criteria Show Applicant Status Show Previous Card Info

**Middle Name** P

Suffix

Birth Date 01/02/1981

Race BLACK OR AFRICAN AMERICAN

Foreign ID

Other Email

Cell Phone

Next Cancel

Selecting **Show Previous Card Info** expands the Information Toolbar and displays a side-by-side comparison of the data elements that have changed. If the Credential has been issued, this is a comparison between the information currently printed on the Credential (Previous Value) and the recent changes made to the record (Next Value).

In the example below, the Applicant's middle initial was modified. Initially, the Credential was printed without a middle initial because the Applicant had "NMN" (No Middle Name) for the Middle Name value. The Sponsor then updated the record with the correct middle initial, "P". The next time the Credential is printed, it will be printed with the middle initial "P".

The Card Action Request Wizard will determine if a reprint, reissue, or certificate update is required for this or any change made to an Applicant's record.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Edit Applicant agencysponsor@tester.aa Logout

STAGING LCSJUNED, 1/2/1981 Issuance Criteria Show Applicant Status Hide Previous Card Info

The following data elements have changed. These values will be replaced after a new request is completed through the Card Action Wizard

	Previous Value	Next Value
Middle Initial modified	NMN	P

**Biographic Data**

First Name STAGING

Last Name LCSJUNED

Social Security No. xxx-xx-3242

Citizenship UNITED STATES

Tax ID

Personal/Home Email

Home Phone

**Middle Name** P

Suffix

Birth Date 01/02/1981

Race BLACK OR AFRICAN AMERICAN

Foreign ID

Other Email

Cell Phone

Next Cancel

Change Password?





When the **Next** button is selected, you will be prompted to run the Card Action Request Wizard to determine the required card action.

For this example, let's assume a Credential Holder has married and requested her last name be changed on her Credential. The Sponsor has changed her last name in her record and will now run the Card Action Request Wizard to determine the correct card action.



A card action request may also be made from the **Card Actions** tab on the **Sponsor Utilities** page. See the "Sponsor Utility – Card Actions" section below.

### Card Action Request Needed!

Would you like to start the Card Action Request Wizard now?

Yes

No

The Card Action Request Wizard asks you a series of questions. Your answers will determine whether a Reprint, Reissue, or Certificate Update is needed.

Since the Credential Holder in our example has an existing credential and has possession of her Credential, the Sponsor answers yes to this question.



If a credential was never issued for the Credential Holder, then this first question does not display.

### Card Action Request Wizard

The current card is: Active

Does the applicant or an Agency official have the card in possession?

☐ Yes

☐ No

Next

Cancel

1. Select Yes or No and click **Next**.

The reason for our card action is a Data Update because the Sponsor updated the Credential Holder's biographic data with the last name change.

### Card Action Request Wizard

Please select a reason for this Card Action:

DATA UPDATE

DATA UPDATE

MANUFACTURER'S DEFECT

DAMAGED

EXPIRED

BIOMETRIC UPDATE

Previous

Next

Cancel

2. Select a reason for the Card Action and click **Next**.



At the end of the process, the Wizard presents the recommended action.

- In the **Select An Action** section, you can choose to follow the recommended action or select an Upgrade Action from the drop-down list.
- In the **On Completion** section, select a radio button to choose the page to which you would like to return on completion of the card action. The choices are **Applicant Search** page or **Sponsor Utilities** page.

3. Click **Finish** to complete the request.

The screenshot shows the 'Card Action Request Wizard' window. It has a yellow header. The main content area is divided into two sections. The first section, 'Select An Action', shows 'The recommended action is Reissue' in blue text. Below this, it says 'You can select an Upgrade Action from this list' and shows a dropdown menu with 'Reprint', 'Reprint', and 'Reissue' options. The second section, 'On Completion', has two radio buttons: 'Return to the Applicant Search page' (unselected) and 'Return to the Sponsor Utilities page' (selected). At the bottom, it says 'Please click Finish to complete the request.' and has three buttons: 'Previous', 'Finish', and 'Cancel'.

### Sponsor Utility – Card Actions

A card action request may also be made from the **Sponsor Utilities** page. Select **Sponsor Utilities** from the **Applicant Search** page. Select the **Card Actions** tab, and then select the **Start** button to run the Card Action Request Wizard.

The screenshot shows the 'Sponsor Utilities' page. At the top, it says 'ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION'. Below this is a yellow header with 'Sponsor Utilities' and 'sponsor@gsa.gsa.gov Logout'. The main content area has a search bar with 'STEVE BACKFILLCTU-B; 1/1/1980' and links for 'Issuance Criteria', 'Show Applicant Status' (with four green status icons), and 'Show Previous Card Info' (with a warning icon). Below the search bar is a 'Search' button and three tabs: 'Card Actions' (highlighted with a red circle), 'System Notifications', and 'Sponsor Reassignment'. Under the 'Card Actions' tab, there is a 'Request Card Action' section with a 'Start' button (highlighted with a red box). Below this, it says 'No PIV cards found.'



## Sponsor Utility - System Notifications

The Sponsor can send e-mails from the **Sponsor Utilities** page on the **System Notifications** tab.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Sponsor Utilities super.sponsor@gsa.gov Logout

STAGING WIZARDCC, 1/2/1981 Issuance Criteria: 1 X Show Applicant Status

Search

Card Actions **System Notifications** Sponsor Reassignment

Applicant needs to Enroll or Re-Enroll	Send Email
Credential Checked-In and Ready for Pick Up	Send Email

### Applicant needs to Enroll or Re-Enroll

When you click the **Send Email** button, the system detects whether the Applicant needs to enroll for the first time, or if the Applicant needs to re-enroll.

- If an Applicant needs to re-enroll, the system asks if you want to send the *Re-enrollment* email. If you click Yes, the system sends the *Reminder to Re-enroll* email to the Applicant. The *Reminder to Re-enroll* email reminds Applicants they must visit an enrollment workstation to present their identity documents, have their picture taken, and submit fingerprints. It informs them they will not receive their new Credential until they complete this step. It also provides instructions for how to make an appointment to re-enroll.
- If the Applicant needs to enroll for the first time, the system asks you if you want to resend the *Sponsorship Complete* email to the Applicant. The *Sponsorship Complete* e-mail contains the Applicant's Sponsorship information and directions for completing enrollment in the USAccess program.

Send Email

Send Email

**Confirmation Required**

Are you sure you want to send the Re-enrollment email?

Yes No

Send Email

Send Email

**Confirmation Required**

Are you sure you want to resend the Sponsorship Complete email?

Yes No



### Credential Checked-In and Ready for Pick Up

The *Credential Ready for Pick-up* e-mail contains the subject "USAccess - Credential Ready for Pick Up" and explains where to pick up the Credential, how to make an appointment for card activation, and how to activate the Credential using the password included.

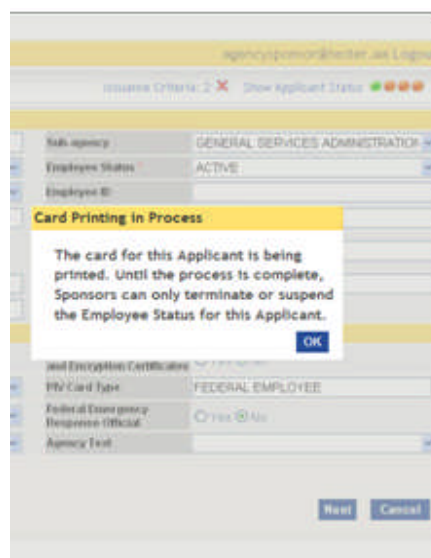


*The Credential Ready for Pick Up e-mail can only be sent if the Applicant has been enrolled and his/her Credential has been printed and inventoried by the pick-up location. If the Credential has not been printed and inventoried by the pick-up location, the option to send the e-mail is disabled/grayed out.*

*The Sponsor can also resend the card pick up emails for a card renewal. As with re-enrollments, the system will detect which template needs to be sent to the Applicant. If it is a first issuance for the Applicant, the standard Credential Ready for Pick Up email will be sent. If it's a reminder to pick up a renewed credential, the Credential Ready for Pick Up for Renewals email is sent.*

### Record/Editing is Blocked During Card Printing

A warning message is displayed if card printing is in progress for the selected Applicant. The message states that Sponsors can only terminate or suspend the employee's status because the card is being printed. This is part of the effort to "lock down" the Applicant's record and prevent changes from being made (such as name, ship to address, etc.) because these types of changes will not take effect while card printing is in progress. The Sponsor must wait until printing is completed to make changes (e.g., reprint, change name, etc.).







## Select Card Shipping Address

Credentialing Centers and locations where cards can be shipped often change. They may move to a new location or be decommissioned and permanently closed. If you attempt to select an address within 21 calendar days of the site closure (End Date), the address will be available for selection in the **Site** drop-down list on the **Card Shipping Address** page; however, you will not be able to save the record and will receive a warning message to select another shipping address. Once the address End Date has passed, the address no longer appears in the drop-down list. This ensures that a card can only be delivered to a location that is still active and available by the time it is ready to be shipped.

## Sponsor of Record

If a Sponsor updates a current record and he/she is not the current Sponsor of Record, check box is enabled, asking if they would like to become the Sponsor of Record for the Applicant.

If the checkbox is checked, the record is updated with the new Sponsor of Record.

If the checkbox is NOT checked, the record is updated with no change in Sponsor of Record.

If a Sponsor is already the Sponsor of Record for the Applicant, the checkbox is not enabled.



## Sponsor Tools – Sponsor Reassignment

When a Sponsor leaves the Agency/Organization or no longer holds the Sponsor role, Applicant records are left without an active Sponsor of Record. The Sponsor Reassignment Tool allows an employee who currently holds the Sponsor role to assume Sponsorship of Records within his or her scope that does not violate the Separation of Duties rule.

The Sponsor Reassignment Tool is accessed from the **Applicant Search** page.

1. Select **Sponsor Tools** to navigate to the **Sponsor Reassignment** page.

### Applicant Search

Search by\*

☒ Lastname

☐ Social Security No.

Lastname

~ or ~

Social Security No.

~ and ~

Birth Date

Search

Reset

Sponsor Tools

On the **Sponsor Reassignment** page, the Sponsor List displays the current Sponsors within scope, the current Sponsor's Agency or sub-Agency, the number of Applicant records for which each Sponsor is the Sponsor of Record, and whether the Sponsors listed currently hold the Sponsor Role (Role Status).

### Sponsor Reassignment

#### Sponsor List

Back to Search

ID	Sponsor Name	Sub Agency	App. Count	Role Status		
1000000002	ADJUDICATOR, GSA MIDDLE	GENERAL SERVICES ADMINISTRATION	2059	SPONSOR	View Applicants	Reassign All
1000000070	APPLICANT, NEW A	GENERAL SERVICES ADMINISTRATION	499	NOT A SPONSOR	View Applicants	Reassign All
1000119693	CHINA, US	GENERAL SERVICES ADMINISTRATION	109	NOT A SPONSOR	View Applicants	Reassign All

2. To assume sponsorship of all of a current Sponsor's Applicants without viewing the Applicants, click **Reassign All**.



*It is good practice to review the current Sponsor's list of Applicants before assuming sponsorship of all the Applicants.*

3. To review the current Sponsor's list of Applicants before assuming sponsorship of all the Applicants, click **View Applicants**.



Applicants available for reassignment are displayed with an empty check box in the **Reassign** column. Only 10 Applicants per page are displayed. Hyperlinked page numbers display below the Applicant list.

Applicants for CHINA, US			
Reassign	ID	Applicant Name	Sub Agency
<input type="checkbox"/>	1000120047	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
<input type="checkbox"/>	1000120048	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
<input type="checkbox"/>	1000120051	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
✗	1000120050	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
<input type="checkbox"/>	1000120044	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
<input type="checkbox"/>	1000120046	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
✗	1000120161	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
✗	1000120162	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
✗	1000120163	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
<input type="checkbox"/>	1000120158	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
1 2 3 4 5 6 7 8 9 10 ...			
Reassign Selected		Reassign All	

You cannot assume sponsorship for Applicants whose records are marked with an ✗ because of the Separation of Duties rule. For example, if you hold the Adjudicator role, you cannot be Sponsor of Record for the Applicants you also adjudicate.

4. Click **Reassign All** to immediately assume sponsorship of all Applicants listed on all pages.



Alternatively, Applicants can be selected individually by clicking the check box (thereby adding a check mark) beside the Applicants for whom you want to assume sponsorship. Click **Reassign Selected** when you have completed your selection and you want to complete the reassignment.



### Sponsor Utility – Sponsor Reassignment

1. To reassign sponsorship for individual Applicants, use the **Applicant Search** page to search for the Applicant.
2. When the Applicant's record displays, select **Sponsor Utility** next to the Applicant's record to navigate to the **Sponsor Utilities** page.

Search		Reset		Sponsor Tools					
ID	Last Name	First Name	Birth Date	Social Security	Email	Status			
1000121975	DOE	JANE	01/01/1980	XXX-XX-1975	DUSTIN.MILLER@HP.COM	REGISTERED	View Applicant	Edit Sponsorship	<b>Sponsor Utility</b>

3. On the **Sponsor Utilities** page, select the **Sponsor Reassignment** tab to view the status of the Applicant's Sponsor of Record.

**Sponsor Utilities** 47001000060855@FEDIDCARD.GOV Logout

JANE DOE, 1/1/1980 Issuance Criteria: 0 ✓ Show Applicant Status ●●●●●

Search

Card Actions System Notifications **Sponsor Reassignment**

Current Sponsor of Record: HUNDREDONE, APPLICANT (NOT A SPONSOR) Reassign Sponsor

4. Click **Reassign Sponsor** to assume sponsorship for the Applicant.

**Sponsor Utilities** 47001000060855@FEDIDCARD.GOV Logout

JANE DOE, 1/1/1980 Issuance Criteria: 0 ✓ Show Applicant Status ●●●●●

Search

Card Actions System Notifications Sponsor Reassignment

Current Sponsor of Record: HUNDREDONE, APPLICANT (NOT A SPONSOR) **Reassign Sponsor**



If the Separation of Duties check fails, the **Reassign Sponsor** button will be disabled and you will not be able to assume sponsorship of the applicant.





## Request Credential Renewal for Applicant

Sponsors can request renewals for Applicants with credentials set to expire within the next 12 months. If the Applicant's credential expires greater than 12 months from today's date, the renewal request cannot be created for that Applicant.

To request a renewal card for an Applicant, Sponsors can click on the **Card Renewal** tab located within Sponsor Tools, then search for Applicants with cards set to expire by selecting information from the available fields. Filling in the fields will narrow search results.

- Filling out the **Card Expiration Date** fields will return results only for Applicants whose credentials will expire within that timeframe. **NOTE:** Search results can only be displayed for a 90 day time period due to system load limits. If a Sponsor enters in a date range greater than 90 days, the system will return an error message next to the **Card Expiration Date** field and the Sponsor will be directed to enter a date range of 90 days or less.
- Leaving the date field blank will return a list of all credentials set to expire within the next 90 days.
- Once fields are selected, click **Show List**.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Sponsor Tools gsa.sponsor@gsa.gov Logout

Sponsor Reassignment Card Renewal

**Card Renewal** Back to Search

**Card Renewal Filter:**

☐ Sub Agency: GENERAL SERVICES ADMINISTRATION

☐ Sub Agency Abbreviation:

☐ Agency Role (Zone 17):

☐ Sponsor of Record: ADJUDICATOR, GSA MIDDLE - 1000000002

☐ PIV Card Type: FEDERAL CONTRACTOR

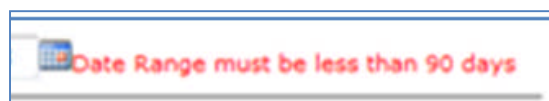
☐ Card Expiration Date: - and -

**Select Result Columns:**

☒ Agency Role (Zone 17) ☒ Sponsor of Record ☒ Card Expiration ☒ Sub Agency Abbr ☐ Other Email

☒ PIV Card Type ☒ Birth Date ☒ Cert Expiration ☐ Home Email ☒ Card Renewal Eligibility

**Show List**



A list appears showing all Applicants with credentials set to expire matching the search request.

Results can be sorted by

- Last Name or
- Enrollment ID

**Card Renewal List** Back to Filter Back to Search

Sort Results by: Last Name Enrollment ID Sort

	Agency	Last Name	Enrollment ID	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Cert EXP	SubAgency Abbr	Card Renewal Eligibility
0000017640	TEST T ACKNOWLEDGMENTB	GENERAL SERVICES ADMINISTRATION								
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000000001	1/1/1980	4/30/2013	3/30/2011					✓
0000017641	TEST T ACKNOWLEDGMENTC	GENERAL SERVICES ADMINISTRATION								
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000000001	1/1/1980	4/30/2013	3/30/2011					✓
0000017642	TEST T ACKNOWLEDGMENTD	GENERAL SERVICES ADMINISTRATION								



The **Card Renewal Eligibility** column indicates whether Applicants are eligible to have their credential renewed.

- If a green check mark appears, the Sponsor can request a renewal for the Applicant.
- A red **X** indicates there is a problem with the record that prevents a renewal from being requested. These records will be grayed out and cannot be selected.

Sponsor Reassignment | Card Renewal

Filter Criteria: SPONSOR, GSA - 1000129148

Card Renewal List

Sort Results by: [ ] Sort

	Agency Role	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Cert EXP	SubAgency Abbr	Card Renewal Eligibility
1000132064	TEST NMN RENEWAL-A GENERAL SERVICES ADMINISTRATION							
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132065	TEST NMN RENEWAL-B GENERAL SERVICES ADMINISTRATION							
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132066	TEST NMN RENEWAL-C GENERAL SERVICES ADMINISTRATION							
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			✓
1000132071	TEST NMN SPECIFIED-A GENERAL SERVICES ADMINISTRATION							

To select individual records for renewal, place a check mark in the box next to the Applicant's record.

To select all eligible Applicants within your search results, place a check in the box on the far left column next to **Agency Role** column.

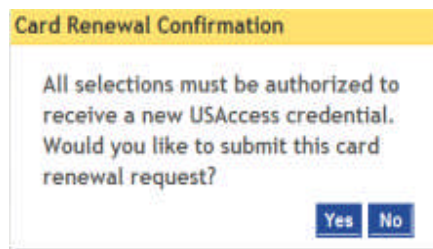
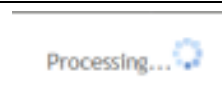
Once selections are complete, click on Submit Request.

	Agency Role	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Cert EXP	SubAgency Abbr	Card Renewal Eligibility
1000132064	TEST NMN RENEWAL-A GENERAL SERVICES ADMINISTRATION							
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132065	TEST NMN RENEWAL-B GENERAL SERVICES ADMINISTRATION							
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132066	TEST NMN RENEWAL-C GENERAL SERVICES ADMINISTRATION							
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			✓
1000132071	TEST NMN SPECIFIED-A GENERAL SERVICES ADMINISTRATION							
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	12/7/2012	7/8/2015			✓
1000132036	TEST NMN TESTHUR-B GENERAL SERVICES ADMINISTRATION							
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	8/6/2012	8/5/2012			X

Submit Request

A processing screen appears, followed by a prompt asking the Sponsor to confirm to have renewals requested for the selected Applicants.

- Clicking **YES** completes the request.
- Clicking **NO** cancels it.





## Resolving issues with Renewal Eligibility Column

- If a red **X** appears in the **Card Renewal Eligibility** column indicating the Applicant is not eligible for renewal, click on the **X** next to the Applicant record to determine what is preventing the renewal from being requested.
- A **Card Eligibility** table appears indicating the issue preventing the Applicant from having the card renewed.
- Sponsors can check the Applicant's Sponsorship record and the Information Toolbar for more specific information.

Sponsor Reassignment | Card Renewal

Filter Criteria: SPONSOR, GSA - 1000129148

Card Renewal List

Sort Results by:  Sort

	Agency Role	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Cert EXP	SubAgency Abbr	Card Renewal Eligibility
1000132064 TEST NMN RENEWAL-A GENERAL SERVICES ADMINISTRATION								
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132065 TEST NMN RENEWAL-B GENERAL SERVICES ADMINISTRATION								
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			X
1000132066 TEST NMN RENEWAL-C GENERAL SERVICES ADMINISTRATION								
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	SPONSOR, GSA - 1000129148	1/2/1981	7/8/2013	7/8/2015			✓
1000132071 TEST NMN SPECIFIED-A GENERAL SERVICES ADMINISTRATION								

CARD ELIGIBILITY	
✓	Employment Status
X	Issuance Status
✓	Pending Data Changes
✓	Separation of Duties
✓	Sponsor Specified Card Expiration
✓	Valid Enrollment

## Requesting Renewals via Card Action Wizard

Sponsors can also request a renewal for an Applicant credential by initiating the Card Action Wizard from the Sponsor Utility page.

- Select **Sponsor Utility** from the Applicant Search page.
- Select **Card Actions** tab,

Finally select the **Start** button to the run the Card Action Wizard.

GSA General Services Administration

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Applicant Search gsa.sponsor@gsa.gov Logout

Search by\*

Lastname  Social Security No.

Lastname  ACKNOWLEDGMENTB

- or -

Social Security No.

- and -

Birth Date  01/01/1980

Search Reset Sponsor Tools

ID	Last Name	First Name	Birth Date	Social Security	Email	Status			
0000017640	ACKNOWLEDGMENTB	TEST	01/01/1980	xxx-xx-5011		REGISTERED	<a href="#">View Applicant</a>	<a href="#">Edit Sponsorship</a>	<a href="#">Sponsor Utility</a>

Change Password? [Version 3.0-0-212](#)

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- Select **Card Renewal**
- Complete the steps with the Wizard to request a **Card Renewal** for the Applicant.
- Click **Finish** to complete the request

The screenshot shows the 'Card Action Request Wizard' window. The title bar is yellow. The main content area has a light gray background. At the top, it says 'Please select a reason for this Card Action:'. Below this is a dropdown menu with the following options: CARD RENEWAL, BIOMETRIC UPDATE, CARD RENEWAL (highlighted in blue), CERTIFICATE REKEY, DAMAGED, DATA UPDATE, EXPIRED, and MANUFACTURER'S DEFECT. To the right of the dropdown is a 'Card Action' label. At the bottom right are 'Next' and 'Cancel' buttons.

The screenshot shows the 'Card Action Request Wizard' window, Step 2: 'Select An Action'. The title bar is yellow. The main content area has a light gray background. It says 'The recommended action is REPRINT' and 'The selected reason is CARD RENEWAL'. Below this, it says 'You can select an Upgrade Action from this list' and shows a dropdown menu with 'REPRINT' selected. At the bottom, there is a section 'On Completion' with two radio buttons: 'Return to the Applicant Search page' (unselected) and 'Return to the Sponsor Utilities page' (selected). Below this, it says 'Please click Finish to complete the request.' At the bottom right are 'Previous', 'Finish', and 'Cancel' buttons.